



State of New Jersey

DEPARTMENT OF HEALTH AND SENIOR SERVICES

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Commissioner

TO: All Licensed Health Care Facilities Employing Certified Nurse Aides, Personal Care Assistants, Certified Assisted Living Administrators, Licensed Nursing Home Administrators, and Nurse Aide Training and Competency Evaluation Programs (NATCEPs)

FROM: Henry T. Kozek, RPh, MPA, CCP, CPM

SUBJECT: Criminal Background Fingerprinting Process

DATE: September 10, 2003

The Criminal Investigation Unit (CIU) of the Division of Long Term Care Systems has been receiving complaints that persons needing to obtain an appointment to have their fingerprints taken are experiencing significant delays in getting through to Sagem Morpho's toll-free number – 1-800-503-5981. Sagem Morpho is the New Jersey State Police contracted vendor for taking and processing non-criminal fingerprints. These complaints include extended on-hold times, dropped calls and frequent busy signals. Division supervisors have transmitted these complaints to the vendor and the Attorney General's Office. While staff has been added to the Sagem Morpho call center, it is anticipated that these delays may continue through October, and is largely due to an increase in volume related to mandated fingerprints by the State Department of Education (teachers changing school districts, new bus drivers, etc.).

However, there is some good news. The vendor, Sagem-Morpho, has developed an internet-based application that allows a candidate to go on-line and make their appointment. We have tested the application here and it seems to work well. The requirements to use this site are:

(1) an active internet connection with a firewall that permits exchange of info (the site is a secure -HTTPS – site; (2) Internet Explorer 5.0 or later, enable to accept "cookies"; and, (3) the fingerprint form that is provided to the applicant (for example, for a renewing CNA, a "blue" fingerprint form. The system prompts the user for all needed information, and allows the user to select an appointment site, day and time. For candidates paid for by the State, no credit card information is requested or needed (e.g. CNAs). For candidates required to pay for their fingerprint, a screen will permit the person to pay via credit card (Visa and Master Card), direct check withdrawal or other options (e.g. nursing home administrators and certified assisted living administrators.)

The Internet site is: <http://www.bioapplicant.com/nj>

Please contact Ray Sweeney, Jr., Supervisor, Criminal Investigation Unit, at (609) 292-4303 or e-mail at Raymond.Sweeney@doh.state.nj.us if you would like additional information.